City of Kirkland

Request for Proposal

Enterprise Resource Planning (ERP) Software and Implementation Services

Job # 47-16-IT

Issue Date: October 3, 2016
Due Date: November 1, 2016 – 4:00 p.m. (Pacific Time)

REQUEST FOR PROPOSALS

Notice is hereby given that proposals will be received by the City of Kirkland, Washington, for:

Enterprise Resource Planning (ERP) Software and Implementation Services

File with Purchasing Agent, Finance Department, 123 - 5th Ave, Kirkland WA, 98033 as follows:

Proposals received later than **4:00 p.m. November 1, 2016 will not** be considered.

A copy of this Request for Proposal (RFP) may be obtained from City's web site at http://www.kirklandwa.gov/. Click on the Business tab at the top of the page and then click on the Request for Proposals link found under "Doing Business with the City".

The City of Kirkland reserves the right to reject any and all proposals, and to waive irregularities and informalities in the submittal and evaluation process. This RFP does not obligate the City to pay any costs incurred by respondents in the preparation and submission of a proposal, including but not limited to a respondent doing an onsite scripted product demonstrations. Furthermore, the RFP does not obligate the City to accept or contract for any expressed or implied services.

A vendor response that indicates that any of the requested information in this RFP will only be provided if and when the supplier is selected as the apparently successful supplier is not acceptable, and, at the City's sole discretion, may disqualify the proposal from consideration.

The City of Kirkland assures that no person shall, on the grounds of race, color, national origin, or sex be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity. The City of Kirkland further assures that every effort will be made to ensure non-discrimination in all of its programs and activities, whether those programs are federally funded or not.

In addition to nondiscrimination compliance requirements, the Supplier(s) ultimately awarded a contract shall comply with federal, state and local laws, statutes and ordinances relative to the execution of the work. This requirement includes, but is not limited to, protection of public and employee safety and health; environmental protection; waste reduction and recycling; the protection of natural resources; permits; fees; taxes; and similar subjects.

The Supplier(s) ultimately awarded a contract will be required to sign and comply with City of Kirkland Information Technology Vendor Security policy and a Non-Disclosure Agreement. Supplier(s) that provide a hosted or cloud solution will be required to sign and comply with City of Kirkland Information Technology Cloud Security policy.

Dated this 3rd Day of October, 2016

Barry L. Scott, C.P.M.
Purchasing Agent

Table of Contents

Section I: General RFP Information

I.1 RFP PURPOSE

The purpose of this Request for Proposal (RFP) is to solicit proposals from software Vendors, systems integrators, implementation partners and/or Value Added Resellers (VARs) who can demonstrate that they possess the organizational, functional and technical capabilities to provide an Enterprise Resource Planning (ERP) solution that meets the City's needs. The modules included are Financials, Human Resources, Payroll, Utility Billing and Business License. The City's preference is to select and begin implementation of a replacement ERP solution in the second quarter of 2017. The City has up to two million dollars to cover the entire cost of the project including, but not limited to, software, hardware, data transfer, interfaces, configuration, installation, training and the first two year's warranty and support.

I.2 INTRODUCTION

The City of Kirkland (City) is located across Lake Washington from Seattle, Washington, just north of Bellevue with some contiguous borders. The City is the second largest city on the east side of Lake Washington, and the thirteenth largest in the State of Washington, with a population of approximately 84,000. A full community profile can be found at www.kirklandwa.gov.

I.3 BACKGROUND

The City currently uses SunGard's Integrated Financial Accounting System (IFAS) for its Financial, Human Resources and Payroll modules. The version of IFAS that the City is running is near the end of support. The Utility Billing solution used by the City is Accela Springbrook and the Business License module is Tyler EnerGov. For Central Cashiering, the Police Department uses IFAS and the rest of the City uses Springbrook.

I.4 OBJECTIVES

The City is seeking an integrated "off the shelf" packaged solution that will meet its core requirements out of the box with minimal modifications. The City expects the Vendor to perform the related professional services (e.g. best practices guidance, training, project management, implementation, integration and report development) in a timely and professional manner. Services should be provided by experienced ERP experts who have successfully implemented the proposed solution at comparable municipalities with similar requirements for the modules in scope, including Financials, Human Resources, Payroll, Business License and Utility Billing solutions.

The City will consider proposals from single Vendors or from multiple Vendors working as a team. In the event multiple Vendors submit a proposal together, the City expects that there will be one prime contact that will be responsible for the whole project and for coordinating the work of the other Vendors.

The ideal Vendor(s) shall have experience in successfully implementing the proposed solutions at local government agencies of similar size to the City and/or in larger agencies. The successful Vendor shall be responsible for the final City approved design, installation, implementation and commissioning of the ERP system, including development of user acceptance testing, system integration and connectivity to existing resources.

This RFP process seeks to find the best overall solution for the City for this investment. The award shall be made to the qualified Vendor whose proposal is most advantageous to the City with price and other factors considered. Other factors that may contribute to the selection process include but are not limited to the following:

- Project approach and understanding of the City's objectives and requirements
- Supplier's implementation methodology and implementation success
- Feedback from customer references
- Compliance with the City's terms and conditions
- Ability to meet the City's requirements including software modules, functionality, usability, performance, flexibility, integration and technology
- Supplier's installed base and experience with municipalities similar to the City
- Supplier's installed base with similar municipalities in the State of Washington
- Ability to integrate with other City systems
- Cost and quality of ongoing maintenance and support

Overall the ERP system must provide the following:

a. Compatibility with the City's Technology strategic objectives.
b. A complete commercial off the shelf solution that has been successfully implemented in the last 18 months for public agencies of comparable size and that follows best practices offered by the software.
c. Alignment with the functional requirements as defined in this RFP.
d. A solution that requires no modification to base code, but is configurable to meet the needs of the City now and into the future.
e. An intuitive interface and an easy learning curve to facilitate rapid adoption and minimize the need for external on-going training services.
f. A system that is stable, secure and accessible and supports business processes, service delivery and transparency.
g. Vendor must have an ongoing and sustainable product and corporate strategy to avoid obsolescence.
h. Comprehensive library of standard reports and tools for end user ad hoc reporting and queries.
i. Foster collaboration and process efficiencies between departments.
j. Easy integration with other systems.

k. Compliance with State of Washington requirements including BARS and DRS reporting.

I.5 SCOPE OF WORK

The City is seeking an integrated solution that will meet its core requirements out of the box with minimal modifications. The goal is to optimize system utilization for all users, improve response times, reduce errors, reduce manual efforts, improve analytical capabilities and improve customer service. The City intends to minimize its total cost of ownership without any degradation in performance and level of service and to implement a system which can remain on the upgrade path with minimal cost and business impact. The modules being considered in this evaluation that are required include the following:

Financial Modules - Required	Financial Modules - Required	HRIS Modules - Required
General Ledger	Capital Assets	Human Resources
Purchase Order	Budget	Timekeeping
Accounts Payable	Central Cashiering	Payroll
Accounts Receivable and Cash Receipting	Reporting	Applicant Tracking System (we think it should be identified in addition to the HR module)
Project and Grant Accounting		

The primary focus for this evaluation is to replace the Financials and HRIS solutions with fully integrated modules that meet the specific requirements of the City. At the same time the City would like to review module options offered by vendors to support the following functional areas.

Other Modules - Consider
Business License
Utility Billing

The City would consider standalone 3rd Party applications for these functions; however the preference is for an integrated suite or open integration technology such as Web Services or prebuilt API's to 3rd Party solutions.

General RFP Information

The following chart lists other City applications used that will be interfaced or integrated to the replacement ERP solution:

Application	Function	Integrate/Interface
Tyler EnerGov	Permitting, Code Enforcement, currently Business License	Yes
Kronos TeleStaff	Public Safety Staff Scheduling, Timekeeping	Yes
US Bank	Banking	Yes
Lucity	Asset Management, Timekeeping	Possible, Yes to Timekeeping
REC1	Recreation Registration and Facility Booking	Possible, Yes if Cashiering is replaced. Confirm before issuing
3rd Party payments	US Bank - e lockbox US Bank - merchant accounts US Bank - safekeeping CALE Ventek AFTS GovPay.net Paymentech/Paymentus King County Merchant Transact Pay-by-Phone American Express (for parking using Amex) Noridian (emergency transport fees) Group Health (emergency transport fees) Aetna (emergency transport fees) Regence (emergency transport fees) Washington State DOT (not very often) Other Washington State agencies (not very often)	Yes if Cashiering is replaced
Accela Springbrook	Utility Billing, Cashiering	Possible
Fleet Anywhere	Fleet Maintenance Management	Possible
Esri Arc Info 10.5	GIS System	Possible
Washington State Department of Retirement Systems	Employee Pension Program	Possible
GovJobsToday.com	Recruitment and Applicant Tracking	Possible
HP TRIM	Document Management and retention	Possible

The City has identified a team of individuals that will be assigned to the implementation of replacement systems. The City wants Vendors to indicate level of staffing needed for implementation and ongoing. Vendor should estimate hours for IT and business users by functional area.

I.6 CURRENT ENVIRONMENT

The City has approximately 573 full time employees, 591 PCs and 75 servers. City employees are located at 4 primary locations, all connected by fiber. There are also 9 additional locations which house City employees. Voice and data needs for these sites are served by fiber.

The City's standard network operating system is Windows Server 2008/2012. The standard desktop operating system is Windows 7 and mobile computers on Windows 10. The City will migrate to Office 365 in 2017. SharePoint is used to generate dashboard views for some Management data outside of the financial system. The data backbone is Cisco 10/100/1000 and 10 gigabit switches, firewalls and routers.

City servers are split between a small internal server room in the City Hall building the Kirkland Justice Center and five leased racks in the City of Bellevue data center. Both data centers are configured as limited access, raised floor and controlled environments. The standard configuration is rack mounted Dell servers with redundant power supplies, SCSI controllers and built-in Ethernet 10/100/1000 and a few dedicated 10G network cards. There are a total of seventy five servers. Forty six servers are hosted by three VMWare host servers. Twenty one servers (a mix of virtual and stand-alone) are connected to a NETAPP3220 SAN with replication to a NETAPP2240. The typical configuration on the SAN consists of two mirrored RAID 1 sets for direct attached storage and redundant path fiber channel connectivity. The Network is a managed TCP/IP switched Ethernet architecture with fiber connectivity between geographically dispersed locations. All servers are backed up on a regular schedule utilizing a CommVault backup to disk system with the disk target located on a NETAP2240, and all have Microsoft Forefront Endpoint Protection and Microsoft SCCM management agents/software installed.

The City also maintains a wireless network. The wireless network is a CISCO solution consisting of fifteen 1500 series outdoor mesh and forty-eight 2600 series indoor access points. There are two primary SSID's (one for public access, one for corporate access). All configuration and management is handled centrally via CISCO WLC5508 controllers configured in an HA pair. The 2600 series access points are located throughout all City owned buildings and the 1500 series MESH access points are located in the downtown business area and nearby parks.

I.7 OFFICIAL CONTACT AND PROPOSAL SUBMISSION ADDRESS

Upon release of this RFP, all Vendor communications concerning the RFP should be directed to the City's RFP Coordinator listed below. Unauthorized contact regarding this RFP with any other City employees may result in disqualification. Any oral communications will be considered unofficial and non-binding on the City. Suppliers should rely only on written statements issued by the RFP Coordinator. The City's RFP Coordinator for this project is:

General RFP Information

Name: Karen Mast
Address: City of Kirkland, Information Technology
123 5th Avenue, Kirkland, Washington 98033
E-mail: kmast@kirklandwa.gov

Proposals must be received at the following address by no later than 4:00 pm PDT on November 1, 2016:

City of Kirkland
Attn: Purchasing Agent-Job #47-16-IT
123 5th Ave
Kirkland, WA 98033

I.8 PROCUREMENT SCHEDULE

The procurement schedule for this project is provided in the following table. The City reserves the right to adjust this schedule as necessary:

Milestone	Deadline
RFP Issue Date	October 3, 2016
Submit Questions Regarding RFP	October 18, 2016 by 12:00 p.m. PDT
City Response to Questions	October 24, 2016
Proposals Due from Participating Vendors	November 1, 2016 by 4:00 p.m. PDT
Vendor Short List Identified	December 2016
Vendor Notification and Delivery of Short List	December 16, 2016
Software Demos	January 17 through February 3, 2017
Due Diligence Phase – Finalist Vendors	February 2017
Contract Negotiations	February - March 2017
Implementation Kick-off	April 2017

I.9 EVALUATION PROCEDURES

The RFP coordinator and other staff will evaluate the submitted proposals. The initial Technical and Functional Evaluation will be based on written responses to this RFP. The Proposal Evaluation and Selection Team will calculate a point total for each proposal that it evaluates.

It is important that the responses be clear, concise and complete so that the evaluators can adequately understand all aspects of the proposal. The City is not interested in unnecessary sales verbiage.

The evaluators will consider the completeness of the proposal, how well the Vendor complied with the response requirements, responsiveness of Vendor to requests, the number and nature of exceptions (if any) the Vendor takes to the terms and conditions, the total cost of ownership and how well the Vendor's proposed solution meets the needs of the City as described in the Vendor's response to each requirement and form.

As part of the evaluation, the City reserves the right to request additional information, ask for a Web demo, conduct conference calls to review the response, or take any other action necessary to perform a thorough and objective evaluation of each Vendor's response. This evaluation includes, but is not limited to conducting customer reference checks, visiting Vendor headquarters and reviewing any other information about the Vendor and its solution (e.g. performance, viability, technology, mergers and acquisitions, organizational changes, litigation, industry analyses, etc.)

The evaluation process is intended to help the City select the Vendor with the best combination of attributes, including but not limited to total cost of ownership, ease-of-use, performance, reliability, vision, flexibility, stability, sustainability, Vendor viability and Vendor capacity to successfully implement the selected applications.

The City also reserves the right to require that a subset of finalist Vendors make a presentation and conduct a scripted product demonstration to its selection team at a location and time chosen by the City.

I.10 TERMS AND CONDITIONS

RFP AMENDMENTS

The City reserves the right to change the schedule or issue amendments to the RFP at any time. The City also reserves the right to cancel or reissue the RFP.

PROPOSAL ACCEPTANCE

The City reserves the right to accept the bid, bids or parts of a bid deemed most advantageous to the City. If applicable, the City reserves the right to request from the software Vendor a different implementation provider, systems integrator and/or Value Added Reseller than the one proposed, or, at its sole discretion, select a different implementation provider, systems integrator and/or Value Added Reseller on its own.

COOPERATIVE PURCHASING

RCW 39.34 allows cooperative purchasing between public agencies (political subdivisions) in the State of Washington. Public agencies which have filed an Intergovernmental Cooperative Purchasing Agreement with the City of Kirkland may purchase from City of Kirkland contracts, provided that the supplier agrees to participate. The City of Kirkland does not accept any responsibility for purchase orders issued by other public agencies.

RECORDINGS
The City reserves the right to record and/or videotape all Webinars, Web demos, conference calls, demos or other communications relative to this RFP.

VENDOR'S COST TO DEVELOP PROPOSAL
Costs for developing proposals in response to the RFP are entirely the obligation of the Vendor and shall not be chargeable in any manner to the City.

WITHDRAWAL OF PROPOSALS
Proposals may be withdrawn at any time prior to the submission time specified in this RFP, provided notification is received in writing. Proposals cannot be changed or withdrawn after the time designated for receipt.

REJECTION OF PROPOSALS – WAIVER OF INFORMALITIES OR IRREGULARITIES
The City reserves the right to reject any or all proposals, to waive any minor informalities or irregularities contained in any proposal, and to accept any proposal deemed to be in the best interest of the City.

PROPOSAL VALIDITY PERIOD
Submission of the proposal will signify the Vendor's agreement that its proposal and the content thereof are valid for 180 days following the submission deadline and will become part of the contract that is negotiated between the City and the successful Vendor.
CITY LICENSE
The Vendor awarded said contract will be required to purchase a City Business License.

PUBLIC DISCLOSURE NOTICE

Under Washington State law, the documents (including but not limited to written, printed, graphic, electronic, photographic or voice mail materials and/or transcriptions, recordings or reproductions thereof) submitted in response to this request for proposals (the "documents") become a public record upon submission to the City, subject to mandatory disclosure upon request by any person, unless the documents are exempted from public disclosure by a specific provision of law.

Documents identified as confidential or proprietary will not be treated as such if public disclosure laws take precedence.

If the City receives a request for inspection or copying of any such documents provided by a Vendor in response to this RFP, it will promptly notify the Vendor at the address given in response to this RFP that it has received such a request. Such notice will inform the Vendor of the date the City intends to disclose the documents requested and affording the Vendor a reasonable opportunity to obtain a court order prohibiting or conditioning the release of the documents. The City assumes no contractual obligation to enforce any exemption.

General RFP Information

Any information contained in the proposal that the Supplier desires to claim as proprietary or confidential, and exempt from disclosure must be clearly designated, including identifying the page and particular exception(s) from disclosure. The City will try to respect all material identified by the Supplier as being Proprietary or Confidential, but requests that Suppliers be highly selective of what they mark as Confidential. The City will make a decision predicated upon applicable laws and can choose to disclose information despite its being marked as confidential or proprietary.

Marking the entire proposal as proprietary or confidential, and therefore, exempt from disclosure will NOT be accepted or honored and may result in disclosure of the entire proposal or disqualification of the proposal solely at the discretion of the City.

Documents identified as confidential or proprietary will not be treated as such if public disclosure laws take precedence, the information is publicly available, the information is already in the City's possession, the information is obtained from third parties without restrictions on disclosure or the information was independently developed without reference to the Confidential information.

ACQUISITION AUTHORITY

This RFP and acquisition are authorized pursuant to KMC 3.85.200 and RCW 39.04.270.

CONTRACT AWARD AND EXECUTION

- The City reserves the right to make an award without further discussion of the proposal submitted. Therefore, the proposal should be initially submitted on the most favorable terms the Vendors can offer. It is understood that the proposal will become a part of the official file on this matter without obligation to the City.
- The general conditions and specifications of the RFP and as proposed by the City and the successful Vendor's response, as amended by agreements between the City and the Vendor, will become part of the contract documents. Additionally, the City will verify Vendor representations that appear in the proposal. Failure of the Vendor's products to meet the mandatory specifications may result in elimination of the Vendor from competition or in contract cancellation or termination.
- The Vendor selected as the apparently successful Vendor will be expected to enter into a contract with the City, which is attached as Exhibit E.
- The Vendor agrees that this RFP, the Vendor's response to the RFP (proposal) and a mutually agreed upon Statement of Work will be included as part of the executed contract.
- If the selected Vendor fails to sign the contract within five (5) business days of delivery of the final contract, the City may elect to cancel the award and award the contract to the next-highest-ranked Vendor.
- No cost chargeable to the proposed contract may be incurred before receipt of a fully executed contract or unless otherwise agreed to in writing by both parties.

OTHER COMPLIANCE REQUIREMENTS

In addition to nondiscrimination and equal opportunity compliance requirements, the Proposer awarded a contract shall comply with federal, state and local laws, statutes, and ordinances relative to the execution of the work. This requirement includes, but is not limited to, protection of public and employee safety and health; environmental protection; waste reduction and recycling; the protection of natural resources; permits; fees; taxes; and similar subjects.

OWNERSHIP OF DOCUMENTS

Any reports, studies, conclusions, and summaries prepared by the Proposer shall become the property of the City.

CONFIDENTIALITY OF INFORMATION

All information and data furnished to the Proposer by the City, and all other documents to which the Proposer's employees have access during the term of the contract, shall be treated as confidential to the City. Any oral or written disclosure to unauthorized individuals is prohibited.

Section II: Vendor Instructions

II.1 LETTER OF INTENT

Vendors wishing to submit proposals are encouraged (but not required) to provide a written Letter of Intent to propose by October 23, 2016. An email attachment sent to kmast@kirklandwa.gov is acceptable. Please identify the name, address, phone and email address of the person who will serve as the key contact for all correspondence regarding this RFP.

A Letter of Intent is required if a Vendor would like to be directly notified with a list of the questions and answers that will be generated from the pre-proposal process.

II.2 VENDOR QUESTIONS

Suppliers who request a clarification of the RFP requirements must submit written questions to the RFP Coordinator by 4 p.m. Pacific Time on October 18, 2016 via email to: kmast@kirklandwa.gov. Responses to all questions submitted by this date will be posted to our website by 12:00 p.m. on October 24, 2016. The list of questions and answers will also be sent to those submitting a Letter of Intent to the City.

II.3 RFP RESPONSE FORMAT

Proposals shall be prepared simply and economically, providing a straightforward, concise description of the proposer's capabilities to satisfy the requirements of this RFP. Emphasis should be on completeness and clarity of content, cost effectiveness of the proposal, and adherence to the presentation structure required by this RFP and not on volume. All proposals and accompanying documentation will become the property of the City and will not be returned. Proposals shall be easily recyclable; plastic and wire bindings are discouraged.

Proposals must be delivered by the date and time indicated in Section I.8 to the Purchasing Agent noted in this RFP. Proposals must be delivered in the following format:

a. One original plus one hard copy, double-sided and bound with section separators on 8 ½ x 11 inch paper. No 3 ring binders.
b. Two USB drives each containing the full RFP response, plus the Requirements Section 3 separately in MS Word format.

Vendor responses should be provided in the order and format outlined in the chart below. Your response should include each section detailed below in the order presented, separated with tab dividers. Use the numbering system noted in this table including Section and Sub-Section (e.g. 2.a, 2.b, 2.c, etc.).

Vendor Instructions

Failure to address all items will impact the evaluation and may classify the response as non-responsive and preclude it from further consideration.

Section	Milestone	Deadline
--	Table of Contents	A Table of Contents that identifies the sections included in the RFP response.
1	Cover Letter	A transmittal letter addressed to the contact person on the cover of the RFP. The Proposal must be signed by an official authorized to legally bind the Vendor.
2	Vendors Qualifications and Experience	A review of the qualifications and experience of the Vendor including the following: a. An overview description of the Vendor's qualifications related to the requirements described herein. b. Number of years the firm has provided the products and services outlined in the RFP. c. Name of the Principal or Project Manager who will have direct and continued responsibility for the project. This person will be the City's staff contact on all matters dealing with the project and will handle the day-to-day activities through completion. d. Resumes for all persons assigned to the proposed implementation team, including a listing of their job responsibilities for this project. e. Identify any services that will be outsourced to a sub-contractor. The Vendor will be responsible for verifying the experience and qualifications for any outsourced work to sub-contractors. The Vendor is also responsible for paying its employees and any sub-contractors the Vendor hires.
3	Requirements	Using the form provided as Exhibit A, complete the Requirements document following the instructions provided on the form. Each item should have a ranking and a specific qualitative comment about how the software supports the requirement. Vendors should not modify the document format, font or layout in their response.
4	Pricing	Using the form provided as Exhibit B, complete the pricing summary for the user counts defined in this RFP. Pricing must be complete and list any available discounts. Pricing information supplied with the response must be valid for at least 180 days. All one-time and recurring costs must be fully provided. Provide estimates of total hours and hourly rates associated to each line item for services costs for implementation. Estimates for implementation services should include but not be limited to: a. Implementation of the software b. System configuration c. Training d. Data conversion e. Interfaces or integration f. Travel estimate g. Post Go-Live Support

		Additional backup documentation that supports the pricing summary page should be provided in this section.
5	Implementation	An overview of Vendor's implementation methodology including but not limited to the following: a. MS Project Plan: defining all Phases, Tasks and Timeline. b. Recommendation as to an implementation by phase or all modules at one time. The City's goal is to be live on as many modules as possible by December 2017. c. City Resources: IT and business roles, responsibilities, average estimated time per month by functional area. Indicate any additional resources needed. d. Vendor resources: roles, responsibilities, average estimated time per month. e. Process Improvement: approach to process improvement through implementation. The City's preference is to modify processes where necessary to leverage best practices offered by the software. f. Data Conversion: tools, methodology, experience with conversions from SunGard's IFAS, recommendation for data to be converted. g. Environments available including Production, Test, Train, etc. h. Testing: approach, resources available, documentation provided, etc. i. Training: approach, on-site, online, resources available, documentation provided. The City prefers a hybrid mix of training services; Vendor led and train the trainer. j. Integration: approach, tools, experience. k. Post Go-Live Implementation Support.
6	Support	Support services offered and recommended including: a. System Administration: performance monitoring, tuning, loading of patches and version releases. b. Disaster Planning and Recovery. c. User Groups, Conferences, Community Forums, Knowledge Base, etc. d. End User Support: number of staff offering user support, hours of service, average and guaranteed response time, ticketing system used, escalation process, user forums, etc. e. Software Upgrades: timing, support provided, documentation. f. Documentation: description and examples of user, administrator, and technical system references and help materials, e.g. procedures, definitions, configuration, ERD, API's, etc.
7	Information Technology	Specific Technology topics to review for the proposed solution include: a. On Premises vs. Cloud or Hosted solution. b. If Cloud or Hosted, where does data reside? What are the City's options to access or retain data for the long term? c. Hardware specifications. d. Diagram of proposed server(s) for typical implementation. e. Database diagrams and data dictionary f. Mobile hardware and operating system specifications. g. Support for Service-Oriented Architecture. h. SharePoint Strategy.

		i. API's offered and languages supported. j. Remote access capabilities. k. Languages, structures or frameworks used e.g. .NET architecture, SQL, etc. l. Define maintenance responsibilities; Vendor and City for On-Premises, Cloud or Hosted. m. Estimated IT Department support time per month after go-live.
8	Training: Post Go Live	Training resources provided for technical and user training post go-live; approach to delivery, training materials provided and available online tutorials, etc.
9	References	Using the form provided as Exhibit C, provide five references that are similar in size and project scope to the City. Indicate the degree to which the references have implemented your solution. Three references shall be current customers and two references shall be past customers.
10	Contract Performance	Indicate if during the past five years the Vendor has had a contract terminated for convenience, non-performance, or any other reason, or has entered into legal action with a customer. Describe the situations including name and address of contracting party and circumstances.
11	RFP Exceptions	Using the form provided as Exhibit D, specifically identify exceptions to this RFP from any section. Identify a preferred workaround or alternative to each exception.
12	Exceptions to Contract	If there are any, provide high-level review comments to the standard City contract terms outlined in the body and Exhibits of this RFP. The City's contract is attached as Exhibit E.
13	Vendor Contract Samples	Provide contract templates utilized by Vendor including but not limited to Software License, SaaS License, 3rd Party Agreements, Maintenance, Services, Service Level Agreements, Remote Access, etc.
14	Non-Collusion Certificate	Complete the Non-Collusion Certificate form provided as Exhibit F.
15	Non-Disclosure Agreement	Complete the Non-Disclosure Agreement form provided as Exhibit G.
16	IT Vendor Security and Cloud Security Policies	Review and complete the IT Vendor Security Policy. For hosted or SaaS solution review and complete the Cloud Security Policy provided as Exhibit H.

Late proposals will be kept but not considered for award. Proposals must be sealed and clearly addressed and marked with the RFP number and title. Proposals may be mailed to the City, but must be received by the purchasing agent no later than the above stated date and time. Hand delivered proposals will be received at the front desk in the main lobby of the City.

Section III: Exhibits

Exhibit A – Key Functional and Technical Requirements

Exhibit B – Pricing Proposal

Exhibit C – Customer References

Exhibit D – Acceptance of Terms and Conditions of RFP

Exhibit E – Sample City Contract

Exhibit F – Non-Collusion Certificate

Exhibit G – Non-Disclosure Agreement

Exhibit H – City of Kirkland IT Vendor Security Policy and IT Cloud Security Policy

Exhibits

Exhibit A – Key Functional and Technical Requirements

This section includes the Requirements to be evaluated in this RFP. This document will become Section 3 of your RFP response. **Use the electronic format provided with this RFP package**. This is not a comprehensive list of all of the City's requirements, but includes the key requirements that will be used to evaluate the RFPs and will be included as part of the signed contracts. Each item has been provided a ranking of R, I, N or E. A ranking of "R" indicates a feature is preferably Required, "I" indicates the feature is Important to the final decision, a ranking of "N" indicates the feature would be Nice to Have in a solution, and a ranking of "E" represents areas to Explore in the overall solution. Software applications that are missing a significant number of required features and technology preferences may be eliminated from consideration.

Vendors must provide a rating for every item for Core Modules. If the requirement does not pertain to the proposal being submitted, enter "N/A". In addition, **each line item should include a brief explanation of how the required item is supported**. Do not modify the format, font, numbering, etc. of this section. If a submitted RFP includes blank responses the document may be considered in violation and rejected. Vendors are encouraged to respond by either providing a response to requirements based on Vendor-offered solutions, or by identifying third party partnership solutions.

Use the following rating system to evaluate each requirement:

Rating	Definition
3	**Standard and available in the current release**. Software supports this requirement and can be implemented with minimal configuration at no additional cost. No source code modification is required.
2	**Meet requirement with minor modification**. Modification maintains application on upgrade path. Testing and production of modifications will be completed by implementation date. Include an estimate for the cost of the modification.
1	**Available with 3rd party software application.** Indicate name of the application recommended and number of installs jointly completed.
0	**Not available.** Software will not meet requirement.
F	**Future Release.** Requirement will be available in future release. Indicate anticipated release date: month and year.

<u>**Sample Response Format:**</u> Please use the format below when completing your response. The rating should be on one line and the comment should follow on the second line. Comments such as "Standard Functionality" or "In the ERP system" are not acceptable comments.

	General	Rating and Comment
R	1. Audit Trail with user, date, time stamp throughout all modules. Before/after values is Important.	3 System logs all transactions and stamps them with user, date, time and before/after values.

R = Required
I = Important
N = Nice to have
E = Explore

City of Kirkland
ERP Software Requirements

Rating	Vendor Background	Comments
	1. **Company**	
	▪ Company Name	
	▪ Contact Person Name and Title	
	▪ Contact Address, Phone, Email	
	2. **Company Information**	
	▪ Public vs. Private	
	▪ Year Founded	
	▪ Revenue and Income: Current and Prior Year	
	▪ Office Locations: Headquarters, Implementation, Support, Development	
	▪ Nearest regional office to Kirkland, WA	
	▪ Website	
	▪ Employee Count	
	3. **Number of Customers**	
	▪ Total Customers	
	▪ Total Customers on Proposed Application	
	▪ Total Cities	
	▪ Total Washington Cities	
	▪ Total Customers Our Size	
	4. **Target Customer Profile**	
	▪ Target Industries	
	▪ Sizing - Users and Population	
	5. **Version Schedule**	
	▪ Current version and Release Date	
	▪ Proposed Version and Release Date	
	▪ On Premises release dates vs. Software as a Service (SaaS) release dates	
	▪ Indicate if specific modules are not yet release and their release dates	

Rating	Pricing Summary - Details in RFP Pricing Section 4	Comments
	All Costs – Required Modules	**See Module List – Items #25 thru 35**
	6. **Software License :**	
	▪ Core Financials - 125 Named + 25 Inquiry ▪ Cashiering – 10 Stations ▪ HRIS - 600 Employees, 850W-2's	
	7. **Implementation:** Total cost for implementation, data conversion, training, report development, integration, travel, etc.	
	8. **Maintenance:** Total cost - Years 1-10.	
	9. **Other Costs**	
	10. **Total First Year Cost – Required Modules**	
	11. **Total Ten year Cost – Required Modules**	
	All Costs – Business License	
	12. **Software License :** 4 Named Users	
	13. **Implementation:** Total cost for implementation, data conversion, training, report development, integration, travel, etc.	
	14. **Maintenance:** Total cost - Years 1-10.	
	15. **Other Costs**	
	16. **Total First Year Cost – Business License**	
	17. **Total Ten Year Cost – Business License**	
	All Costs – Utility Billing	
	18. **Software License :** 13 Named Users, 100 View Only Users	
	19. **Implementation:** Total cost for implementation, data conversion, training, report development, integration, travel, etc.	
	20. **Maintenance:** Total cost - Years 1-10.	
	21. **Other Costs**	
	22. **Total First Year Cost – Business License**	
	23. **Total Ten Year Cost – Business License**	
	Other Services	
	24. **Disaster Recovery Services:** Required Modules (Do not include on Pricing Summary Page in Section 4)	

Rating	Modules	Indicate module name and release date
R	25. General Ledger	
R	26. Purchase Order	
R	27. Accounts Payable	
R	28. Accounts Receivable and Cash Receipts	
R	29. Project and Grant Accounting	
R	30. Capital Assets	
R	31. Budget	
R	32. Central Cashiering	
R	33. Human Resources	
R	34. Timekeeping and Payroll	
R	35. Reporting	
I	36. Business License	
I	37. Utility Billing	
Rating	**Technology**	**Rating/Comments**
R	38. Integration across all modules in the system; enter data once, updates all records.	
R	39. Database: MS SQL Server 2012 or higher. Must meet compatibility without running in a compatibility mode otherwise it will be deemed not compatible. Explore: Level of Data Normalization, Use of Vectoring in tables and ANSI compliance	
R	40. Server: MS Server 2012 R2, 64 Bit.	
R	41. Compatible with Windows 7 or higher desktop client.	
R	42. Web-enabled or Web-based architecture with published open API's and browser agnostic. List of current browsers support and the version you support.	
I	43. Available SaaS and hosted options which allow multiple environments, e.g. production, test, training, development, etc.	
R	44. List remote access methods supported including technologies, portals, etc.	
R	45. Role-level security to menu and screen level with ability to mask sensitive data fields, e.g. Tax ID or SSN.	
R	46. Comply with institutional data security requirements including: a. HIPAA Rules for Human Resources data security b. American with Disabilities Act (ADA) compliance c. PHI security d. Comply with PCI regulations for vendor EFT Payments and if proposing Utility Billing.	
R	47. Single sign-on: MS Active Directory; LDAP compatible.	

R	48.	Operable with Microsoft VMWare V-Sphere and Hyper-V.	
R	49.	Microsoft Outlook and Exchange Server integration for Email and workflow approval. Calendaring ability would not be required, explore.	
R	50.	Office 365 compatible.	
R	51.	Import/Export to Microsoft Word, Access and Excel; ability to filter data for export.	
R	52.	List integration technologies, e.g. Web Services, SOA, XML, etc. Flat file not preferred.	
I	53.	Describe compliance with Service Oriented Architecture (SOA).	
I	54.	Indicate experience integrating and proposed method to other City applications and services (e.g. Web Services, API, etc.):	
		a. Lucity – Time data for Payroll, Asset information	
		b. TeleStaff– Time data for Payroll – Fire and Police	
		c. Accela Springbrook - Utility Billing, Cashiering, POS	
		d. REC1 - Recreation Registration Systems	
		e. US Bank - Banking	
		f. GovJobsToday – Employee Recruitment data	
		g. Washington State Department of Retirement Systems: Enrollment, retirement contributions, reporting, etc.	
		h. EnerGov – Permits, Planning, Code Enforcement, etc.	
		i. TRIM Document Management – document repository/retention system, contract routing,	
		j. Esri Arc Info 10.5 GIS – Project Accounting, Capital Assets, Business Licensing and Utility Billing, etc.	
R	55.	Scan and attach PDF, JPEG, wav, MP3, TIF, etc. and MS Office files to records throughout all modules.	
I	56.	Describe SharePoint strategy and level of integration, e.g. display data to dashboard, document storage and retrieval, etc.	
I	57.	Describe functions supported by mobile technology, e.g. workflow approvals, data look-up's, etc. Include what devices and mobile OS's are support (iPads vs Surfaces, iOS vs. Android)	
I	58.	Describe Web/Portal functionality for internal and external users. Preference is to publish data to the Web, interact with vendors and citizens, support online payments, etc.	
R	59.	Online Readable Data Dictionary or database schema.	
I	60.	Indicate tools and utilities available for data purge and	

<table>
<tr><td></td><td>archiving processes.</td><td></td></tr>
<tr><td>I</td><td>61. Ability to use special characters (including keyboard [`|!@#$%^&*”] vs. non-keyboard①☺🖃🗀) in notes, emails approvals, passwords, etc.</td><td></td></tr>
<tr><th>Rating</th><th>General Requirements</th><th>Rating/Comments</th></tr>
<tr><td>I</td><td>62. Configurable role-based dashboards to present reports, tasks, notifications, approvals drill down to source transactions, etc.</td><td></td></tr>
<tr><td>R</td><td>63. Audit Trail with user, date and time stamp throughout all modules, with before/after history.</td><td></td></tr>
<tr><td>I</td><td>64. Ability to view multiple levels of audit history in the application, not just the last change</td><td></td></tr>
<tr><td>I</td><td>65. User configurable menus, screens, and fields, e.g. hide unused fields, set tab order, define mandatory fields, etc.</td><td></td></tr>
<tr><td>I</td><td>66. Flexible description field widths throughout the system. Describe what is supported.</td><td></td></tr>
<tr><td>R</td><td>67. User-defined fields that can be used in queries and reports; indicate where available and limitations.</td><td></td></tr>
<tr><td>I</td><td>68. Configurable electronic forms that can be filled in, routed online for approval and update the database.</td><td></td></tr>
<tr><td>I</td><td>69. Context sensitive field help.</td><td></td></tr>
<tr><td>R</td><td>70. Rules-based workflow routing to multiple approvers that can be concurrent or consecutive with prioritization, alerts and electronic signatures. MAPI compliant. Define out-of-office and backup approver process</td><td></td></tr>
<tr><td>R</td><td>71. Visibility to Workflow queue.</td><td></td></tr>
<tr><td>I</td><td>72. User-definable process checklists or Wizards, e.g. Purchase Order creation, Onboarding, Separation, etc.</td><td></td></tr>
<tr><td>R</td><td>73. Activity or date triggered alerts, flags, and messages.</td><td></td></tr>
<tr><td>R</td><td>74. Effective dating of transactions throughout all modules; input change today that is effective at a future or past date.</td><td></td></tr>
<tr><td>N</td><td>75. Searchable notes fields by key word across records and modules.</td><td></td></tr>
<tr><td>R</td><td>76. Generate letters, mailing labels, emails, faxes, consolidated communications, etc.</td><td></td></tr>
<tr><td>I</td><td>77. Indicate strategy for document management within the application including retention.</td><td></td></tr>
<tr><th>Rating</th><th>General Ledger</th><th>Rating/Comments</th></tr>
<tr><td>R</td><td>78. Describe Chart of Account format; number of segments and characters available. Preference is for date effective. The City is open to modifying its current format. Current Chart is: Fund (3), Department/Division (4), Function (4), Object (7) and sometimes Project.</td><td></td></tr>
</table>

R	79. Quick Codes defined for Chart of Accounts for ease of data entry.	
R	80. Meet Washington State BARS Uniform Chart of Accounts reporting requirements – see http://scc.wa.gov/bars/	
R	81. Support 13 accounting periods or alternate process to differentiate closing or audit adjustments.	
R	82. Month end and year end close process that is date driven.	
R	83. Multiple fiscal years or periods open at one time with role-based posting permissions.	
R	84. Full Accrual method of accounting with reports generated in both Full Accrual and Modified Accrual basis.	
I	85. Fund accounting with automatic inter-fund balancing entries; at minimum generate error message if out of balance. Describe procedure to ensure balancing when there are rounding issues.	
R	86. Rules-based validation of account and segment combinations at data entry.	
R	87. Multiple Journal Entry types including: a. Regular b. Reversing c. Recurring d. Allocations (equal increments or by percent) e. Statistical f. Budget Adjustment g. System import or upload	
R	88. Journal Entry with short and long descriptions (45+ characters), comments and attachments.	
R	89. Workflow routing of Journal Entries for approval.	
I	90. System generated alerts when nearing Budget tolerances, e.g. 10% remaining.	
R	91. Budget vs. Actual queries with or without encumbrances with drill down to source data.	
R	92. Export query or report to Excel; save query and refresh data.	
I	93. Describe available tools to support CAFR reporting.	
Rating	**Purchase Order**	**Rating/Comments**
R	94. Single vendor master for all integrated modules.	
R	95. Vendor master file data: a. Vendor Number - system assigned or employee number b. Legal name, Doing business as name c. Business type – Regular, Employee, Jury, Temporary etc. d. Parent/Child e. Local Vendor – Yes or No – Nice to have	

	f. Tax ID, EIN, SSN g. Addresses - Physical, Remit To, Ship To, Mail, etc. h. Status - Active, Inactive, On Hold, etc. i. Payment and discount terms; default to NET30 j. Commodity code k. 1099 Status l. Default General Ledger account m. Insurance and Bond data n. Business License Number, Contractor License Number is Nice to have o. W 9 status p. ACH information for vendor payments, protected by security q. User-defined fields	
I	96. Decentralized vendor master maintenance permissions with review and approval step before updating records.	
R	97. Functionality to prevent or correct duplicate vendors and addresses; merge utility to move duplicates and history to a single record is Important.	
R	98. Deactivate and archive vendor; retain history.	
I	99. View vendor history: name changes, dba, order history, etc.	
R	100. Pre-Encumber funds for a Requisition and Encumber funds for a Purchase Order; reflect in Project and Budget reporting.	
R	101. Create a Requisition with or without a vendor.	
R	102. Budget verification at creation of Requisition and Purchase Order with settings for whether to warn or block.	
I	103. Capture multiple addresses on Requisition or Purchase Order; general, email, order, ship to, etc.	
R	104. Allow multiple General Ledger accounts per line item on Requisition or Purchase Orders.	
R	105. Reference Work Order, Project and/or Contract number on a Requisition and Purchase Order.	
R	106. Rules-based workflow routing for approval of Requisitions and Purchase Orders based on dollar amount, General Ledger account, department, Object Code, etc.	
I	107. Requisition and Purchase Order approvals via mobile device.	
R	108. Multiple Purchase Order types; Standard, Contract, Blanket, etc.	
I	109. Create a Purchase Order without a Requisition.	
R	110. Convert approved Requisition to a Purchase Order.	

R	111. Flag Purchase Order or line item as a Fixed Asset; pass through to Fixed Assets module based on account and dollar amount.	
R	112. Email Purchase Order to vendors directly from the system.	
R	113. Purchase Order Change Order processing with workflow approval and security settings.	
I	114. Describe functionality to support Bid and Quote management.	
I	115. Describe functionality to support Contract Management; create Contracts, manage payments to Contract, etc.	
E	116. Import items from Washington State purchasing contracts by vendor (e.g. NAPA); items and pricing.	
N	117. Interface with Lucity; export PO line items that have been received to Lucity Inventory module.	
	118. Utility to disencumber all Purchase Order at year-end	
Rating	**Accounts Payable**	**Rating/Comments**
R	119. Scan invoices; route for review, approval and account coding. Decentralized entry support is Important.	
R	120. Route a single invoice concurrently to multiple approvers; ability to re-route or add reviewer while in process.	
I	Alert when invoice is due	
R	121. Online visibility to invoice approval routing queue.	
N	122. Import electronic invoices into Accounts Payable.	
R	123. Import and process P-Card transactions from bank file; post transactions to payee vendor.	
R	124. Process multiple invoices to a Purchase Order.	
R	125. Duplicate invoice management.	
R	126. Generate recurring payables templates.	
R	127. Distribute invoice to multiple General Ledger accounts by percentage or other pre-defined rules.	
I	128. Manage retainage holdbacks on vendor Invoices.	
R	129. Manage partial payments to vendors.	
R	130. Two or three way matching; Purchase Order to Invoice or Purchase Order to Receiving to Invoice.	
I	131. Vendor discount management based on payment terms.	
R	132. Flag invoice for separate check.	
R	133. Multiple forms of payment; check, ACH, EFT, etc.	
I	134. Define check sort and print order to user preferences.	
R	135. Positive Pay management.	
R	136. Monitor and manage Sales and Use Tax payable; flag taxable invoices and transactions.	

R	137. Import electronic bank files and perform automated bank reconciliations; generate resulting Journal Entries is Important.	
N	138. Ability to interface AP / Payroll checks with other applications (Excel, Quicken)	
E	139. Ability to reconcile all bank transactions (deposits, wire transfers, checks, adjustments)	
R	140. Cancelled check process	
R	141. Accommodate pooled cash for multiple funds to a single account.	
R	142. 1099 tracking to vendor or invoice level.	
R	143. Transmit 1099 forms data per Federal regulations.	
R	144. Sales and Use Tax management with multiple levels and ability to assign defaults and override.	
N	145. Manage Employee Travel; create request, route for approval apply charges, per diems, P Card transactions, etc.	
N	146. Vendor portal functionality; submit invoices, view payment status, etc.	
Rating	**Accounts Receivable and Cash Receipts**	**Rating/Comments**
R	147. Customer Master File data to include: a. Number b. Category or Type c. Status d. Name, address, email, phone e. Payment history, e.g. bad checks, delinquency, etc. f. Tax status g. User defined fields	
R	148. Define multiple billing types.	
R	149. Define multiple billing invoice templates.	
I	150. Create Contract for services provided by the City and billed to other agencies, e.g. set up recurring invoices.	
I	151. Import receivables from other City applications to generate invoices.	
R	152. Support decentralized entry of billing information with electronic approval process of bills generated for customers.	
I	153. Invoice Granting agencies for reimbursable expenses or grant installment payments.	
N	154. Classify Grant receivable as a different type to include or exclude from processes and reports	
R	155. Support centralized or decentralized cash receipting with multiple sessions at one time.	

R	156. NSF Check and returned ACH processing with ability to charge fines or interest.	
R	157. Produce monthly Customer statements with current balance due plus accumulated interest, late fees, penalties, etc.	
R	158. Ability to turn late fee calculations on or off or override based on user security permissions.	
R	159. Run aging summary or detailed aging reports by customer or in aggregate for specific intervals, e.g. 30, 60, 90 days, etc.	
I	160. Maintain notes on customer accounts with date and user stamp.	
R	161. Generate, review and issue past-due notices using pre-defined templates.	
R	162. Write off uncollectible Accounts Receivable with reason code.	
N	163. Online customer portal to query account information; invoices paid, open receivables, etc.	
N	164. Ability to send AR info to collection agency - interface	
Rating	**Project and Grant Accounting**	**Rating/Comments**
R	165. Project Master File Data to include: a. Number, Name, Description b. Type c. Funding sources; one or multiple d. Project Budget e. Grant Award Number, Related Contract Number f. Location g. Sub–Project, Phases, Tasks h. Start and End Dates for Each Level i. Status; Active, Inactive, etc. j. Project Manager k. User defined fields	
R	166. Multi-level Project hierarchy with ability to report on detail or roll up; inception to date actuals and remaining budget and encumbrances. Include budget controls and ability to do future budgets.	
R	167. Define budget at Project, Sub-Project, Phase and Activity levels; annual and multi-year basis.	
R	168. Track actual expenditures and encumbrances against a Project; Purchase Order, Invoice, Journal Entry, Time Entry, etc.	
I	169. Charge labor, materials and expenses to Project via import from Work Order, Timekeeping or Payroll solutions.	
R	170. Online query to display current status of Project; percent complete, percent remaining, dollars spent, dollars remaining, etc.	

R	171. Report Capital Projects by funding source, asset types and classes. Identify Grant reimbursable costs.	
R	172. Convert Project to Asset by phase or when complete.	
R	173. Close Project; maintain and access full project ledger history and reporting.	
R	174. Grant Management accounting (restricted or unrestricted for CIP, Development Projects, etc.).	
R	175. Define charges that are allowed to be charged against a Grant including labor, benefits, overhead, etc. Indicate if this can be configured by phase or portion of the Grant so that different phases can have different allowable charges.	
N	176. Interface with Microsoft Project or similar tool.	
Rating	**Capital Assets**	**Rating/Comments**
R	177. Asset master record that supports following attributes: a. ID Number b. Type (Land, Vehicles, etc.) c. Category and Sub-Category d. Manufacturer, Model, Serial Number, VIN e. License Number f. Dates: Purchase and Disposal g. Life and depreciation method h. Parent/child i. Location, Department, Person j. Status k. Funding sources l. Purchase Order, Project Number, Grant Number m. Description n. Original purchase price or value o. Attach documents p. User defined fields	
R	178. Track non-capitalized assets less than $10,000 including department and location; e.g. small and attractive like iPads, cameras, etc.	
R	179. Generate Asset records from multiple sources: Purchase, Capital Project, etc.	
R	180. Establish asset groups; allow mass updates of items within a group or handle individually.	
R	181. Link related Parent/Child assets; automatically change disposition of Children if Parent is disposed of or retired.	
N	182. Interface with Fleet Maintenance System (Fleet Anywhere) and CMMS system (Lucity); update Capital Asset record for any changes.	
N	183. Link to Esri GIS; view spatial location of a Capital Asset or drill to Asset record from map view.	

R	184. Track Asset activities and history e.g. repairs, replacement, refurbishment, maintenance, upgrades, transfers, retirement, disposal etc.	
R	185. Straight line depreciation based on date placed in service and asset type.	
N	186. Manage bar coded assets for capitalized assets and small and attractive assets; indicate vendors supported.	
N	187. Manage Asset reserve or replacement schedules for Budgeting purposes, e.g. report or query.	
R	188. Support generation of required GASB reporting	
Rating	**Budgeting**	**Rating/Comments**
R	189. Identify if Budget module proposed is within ERP suite or an integrated 3rd party solution.	
R	190. Biennial Budget configuration that supports two - one year Budget columns. Ability to look at budgets in biennial format as well as annual format.	
R	191. Support 6 Year CIP budgeting cycle.	
R	192. Retain Budget for multiple years as historical data.	
R	193. Pull in data from Payroll module to generate personnel budget for a specific time period.	
R	194. Position Control Budgeting: salaries, COLA increase, grades and step increases, benefits, etc.	
R	195. Excel export and import; budget upload, budget adjustments, etc.	
I	196. Route budget requests for approval via workflow.	
I	197. Add approved budget request to the budget draft.	
R	198. Online intuitive Budget worksheet distributed to Departments for entry and workflow routing for approval and review before posting. Built-in budget entry or Excel based tools are acceptable.	
I	199. Visibility to online budget approval queue.	
I	200. What-if modelling to simulate changes of key input or Budget parameters for revenues and expenses, e.g. repair vs. replace?	
R	201. Capture Budget line-item assumptions and attach supporting documentation.	
R	202. Multiple Budget iterations per year with versioning for each.	
R	203. Move a Budget group from one department to another with option to choose if history is moved or not (Budget and Actuals).	
R	204. Spread Budget by 12 monthly periods, by seasonal average, etc.	

I	205. Option to carryover unspent budget items in current period to following budget year.	
N	206. Interface with Lucity to pull in data to assist with Capital Asset maintenance budgeting and modeling.	
R	207. Perform Salary, Benefit and Revenue forecasting analysis with unique formulas based on Budget type or category.	
R	208. Generate Budget for multiple internal service funds with various rate model scenarios for allocation to customer departments, e.g. IT Service costs.	
I	209. Budgeting dashboard with views of detailed line item budgets, Budget vs. Actual comparisons, historical data, etc.	
R	210. Drill down from Dashboard view or queries at object level; drill to source Budget entries.	
I	211. Generate budget reports with charts, graphs, etc.; publish to dashboard for public information.	
I	212. Tools to support creation and distribution of the Budget Book. Describe what is available.	
Rating	**Centralized Cashiering**	**Rating/Comments**
R	213. Indicate if within ERP suite or 3rd party.	
R	214. Payments in multiple formats; cash, check, credit/debit card, online payment gateway, lock box, import from other systems, etc. Ability to change the payment type entered with security.	
R	215. Ability to support multiple cashiers/cash drawers	
R	216. Receive payment for non-invoiced items. Not require a vendor/customer to receipt cash, e.g. Lonesome cash	
R	217. Receive payment for receivables from other City applications and 3rd party vendors.	
N	218. Centralized Customer Master File with ability to synchronize with feeder systems.	
R	219. PCI compliant.	
I	220. Support offline operation of Cashiering if connectivity is lost.	
I	221. Compatible with touchscreen enabled POS terminals.	
N	222. Utilize bar code and OCR encoded reader to pull up customer record at Cash stations.	
R	223. Describe tools or reports to reconcile between Cashiering and sub-ledger systems.	

E	224. Describe RDSO compatibility and interface to banking systems for payment processing	
Rating	**Human Resources**	**Rating/Comments**
R	225. Position Control Management; define positions, number of FTEs (incumbents) within a position and expiration dates.	
R	226. Assign multiple Positions to an employee with start and end dates and varying rates of pay (up to 8 in Parks and Rec). Prefer drop-down selection for time entry, etc.	
R	227. Assign Temporary Position to employee with start and end dates that can be used for reporting but do not stop pay generation.	
R	228. Assign one or more funding sources and/or project numbers to a position.	
I	229. Generate Position Requisition Form and route electronically for approval. Includes workflow approval process for MSP and position budgeting.	
I	230. Applicant Management functionality; Indicate what is available in suite or via 3rd party.	
I	231. Applicant Tracking information: applicant scoring, qualifications, pre-requisites, skills, dashboard snapshot view or other key data to support the evaluation process. Test scores and reference check results.	
I	232. Ability to setup job recruitment with position description, salary range, minimum qualifications, preferred qualifications and recruitment closing date.	
I	233. Ability to define job recruitment hurdles by posting. Allow recruitment reviewer to indicate hurdle status to move applicants through process.	
I	234. Ability to assign multiple reviewers to job recruitments through security	
I	235. Applicant sign-up process with ability to save education, job history, contact information, attachments. Preference is online portal with password security, and a forgot password feature.	
I	236. Ability for applicants to apply for one or more job recruitments and to see their hurdle status for each application	
I	237. Ability to mass e-mail all applicants for a job recruitment	

I	238. Interface with GovJobsToday.com to post open positions.	
I	239. Import recruitment data from GovJobsToday.com, e.g. candidate lists, resumes, and candidate data.	
E	240. Provide dashboard view of key performance metrics for recruitments, e.g. date/time job was posted, number of applicants per position, internal vs. external applicants, source effectiveness, etc. using data imported from job board.	
N	241. Interface with Outlook to schedule interviews with job candidates.	
I	242. Generate Offer to selected applicant. Includes invitation to schedule finger printing, complete background check, assign mandatory training or new hire orientation, etc. Preference is for position-specific letters. Include Status and notes fields so that we can track where the applicant is in the process and who has done what	
R	243. Employee Master File data to include: a. Identification number, Badge number b. Name c. Gender, DOB, SSN d. Position(s) and salary e. Department and division f. Contact including emergency contacts and Dependent information g. Employee Type (Regular, Temp, On call, Seasonal) h. Supervisor/Manager Name i. Benefit elections j. MOU or Bargaining Unit k. Status: Active, On Leave, Terminating, Terminated, Retiree, Cobra, Disability, Deceased etc. l. Dates: Hire, Promotion, Anniversary, Re-Hire, Seniority (multiple types: Seniority in position, Seniority in Bargaining Unit), Benefited, Termination, Increase, Review, Probation, Longevity, Last FMLA date, User Defined m. User-defined fields n. Document attachments	
R	244. Ability to navigate to other employee screens from Employee Master easily (pass EE id to new screen)	
R	245. Define employee status, status of a position and status of a position assignment.	
R	246. System checklist to manage Onboarding process, e.g. notification to departments, issuance of new hire packet, collection of forms I-9, W-4, etc., orientation, training, issued assets, attach signed agreements, etc.	

I	247. Track forms issued to new hires and submitted; monitor specific due dates, e.g. benefit enrollment forms due within 30, 60 or 90 days.	
R	248. Rules-based eligibility for benefit elections based on status, union, years of service, etc. with ability to override with permissions.	
I	249. Export benefit elections data to carriers.	
R	250. Date-effective changes for pay and benefits. Benefit effective date vs. contribution effective date. Rules associated with retro (start date, stop date and cap	
R	251. Track “Probationary” time periods; start and end dates, reminders for nearing review date, etc.	
R	252. Assign one or multiple positions to an employee with effective dates; start and end. Ability to assign out-of-class position/salary	
R	253. Maintain position history; employees within a position and positions held by an employee.	
R	254. Define salary schedules with positions, steps, grades, hourly vs. monthly amounts and salary ranges. Automatic stepping based on defined rules. Explore time in service salary steps vs. calendar date steps vs. qualifications steps.	
R	255. Date effective updates to salary schedules by percent or dollar amount	
R	256. Police and Fire move positions; no steps or grades. e.g. Police Officer 1, Police Officer 2, etc.	
R	257. Support salary increases based on number of hours, duration of time or both to trigger movement in the range.	
R	258. Reporting and tracking to support the management of FMLA to maximum allowed of 480 hours. Describe tools that help with management and required notifications. Ability to track increments (e.g. Hours not days)	
N	259. Reporting and tracking for other mandated leaves: WA Family Leave, Military Leave, Well baby Leave	
E	260. Support shared leave based on leave dollars donated. Converted to match employee’s rate; divide donated leave total dollar by user rate to determine hours. Recipients must be FMLA eligible).	

I	261. Manage flex spending deductions retroactively for employees on leave; for employee and City's portion. Ability to have start, stop dates and cap amount.	
R	262. Calculate LTD premium based on salary using a specific rate per $1,000 of benefit. Calculate Voluntary Life by age rate and volume of benefit.	
R	263. Track employees who qualify for HRA/VEBA Wellness Incentive.	
R	264. Performance review management; track dates, resulting grade, pay change, scan and attach review forms, etc.	
I	265. Skill set tracking to support succession planning; ability to apply a filtered search against skills data is Important.	
I	266. Review tools to support Succession Planning	
R	267. Track mandatory training, certifications with renewal dates and reminders when nearing due dates.	
I	268. Import training data from Cloud-based LMS, SkyPrep or link to view employee training record based on employee ID or other identifier.	
R	269. Track and report on disciplinary dates, actions and resolution by security permissions. Ability to search past issues and resolutions. Tickler system for follow-up dates (nice to have).	
I	270. Track and report on grievances; dates, actions, notes, resolution, etc. by security permissions.	
I	271. Online Checklist or Personnel Action Form to manage separation process, e.g. notification to other departments, Cobra letters, retirement benefit enrollment, pay-outs (e.g. leave), Accounts Receivable, issued asset collection, etc.	
R	272. Manage Cobra Administration. Describe functions supported.	
R	273. FLSA, ADA, EEOC and other required tracking requirements for employees (e.g. EEO4 Report).	
R	274. Support FLSA rule for overtime when multiple pay rates are involved; weighted average or highest rate.	
R	275. Functionality and reporting to support requirements of the Affordable Care Act with ability to manually override by security	

R	276. Manager Self-Service for staff: leave balances, leave request approvals, performance reviews, notifications, etc.	
R	277. Employee Self-Service: view leave balances, request leave, view pay advices, W2, direct deposit changes, contacts, address, benefit elections, dependent changes, etc. with approval step before posting. With security feature. Describe internal and external access ability.	
I	278. Online open enrollment with update to employee record band carriers for benefit elections. Upload and attach scanned dependent verification, e.g. birth certificates, divorce decrees, etc. during enrollment would be Nice to Have. Describe internal and external access ability	
I	279. Track missing open enrollment applications, forms, etc.	
E	280. Track or interface individuals not paid by the City in Human Resources module such as volunteers, agency temps, etc. City uses Volgistics as volunteer management system.	
R	281. Retain history of changes made to employee record; pay, benefit elections, transfers, etc.	
N	282. Online Organization Charting tools.	
E	283. Publish Compensation and classification information for other cities and public records requests	
N	284. Publish salary tables and job descriptions on a regular basis	
I	285. Utilities: Describe mass update of salaries, benefits	
Rating	**Timekeeping and Payroll**	**Rating/Comments**
	Timekeeping	
R-	286. Decentralized time entry: default, exception, direct, and import from electronic time sheets.	
R	287. Import time from 3rd party system (e.g. Lucity, TeleStaff, etc.).	
N	288. Ability to enter and view time from a mobile device.	
I	289. Enter group time, e.g. 40 employees with same eligibility and time entry rules at one time instead of individually.	
R	290. Drop down of eligible charge and activity codes or hour codes specific to employee, pay class, and department.	

R	291. Rules-based workflow approval routing of time entry to one or multiple supervisors; with ability to override and authorize using electronic signature. Prefer employee sort in alphabetic order.	
I	292. Ability to view previous time period entry when entering or approving time; desire to view several prior periods and not just one back and one forward.	
R	293. Ability to enter time into a future pay period without affecting current payroll time processing.	
I	294. Leave bank verification at time entry; visibility to leave balances.	
R	295. Support flex time schedules based on employee group, e.g. 9/80, 4 10's, Public Safety schedules and calendars etc.	
R	296. Alert or report on missing time entry for employees in the system before processing payroll.	
R	297. Track part-time or temporary employee hours worked to manage 1040 hour threshold; Washington Department of Retirement eligibility.	
	Payroll	
R	298. Define payroll processing and review checklist and manage in system.	
R	299. Support semi-monthly pay cycle, e.g. 1st - 15th, 16th -end of month with checks issued the 8th and 23rd.	
R	300. Create unlimited pay codes that are rules-based including formulas, fixed amounts and number of pay periods per month. Examples: regular pay, overtime, shift differential, out of class pay, longevity, etc. Indicate any limitations to number of pay types or codes.	
R	301. Allow specific employee types to define overtime compensation; receive as a pay or put into comp time bank.	
R	302. Rules-based calculation of vacation Leave; accrue to 280 hours but carry over max is 240 hours.	
R	303. Create unlimited contribution and deduction codes that are rules-based with formulas, fixed amounts, number of pay periods per month and look-back. Examples: medical, dental, taxes, 457 and 401 contributions, Voluntary Life, Long Term disability, garnishments, wage attachments, child support, union dues, etc.	

R	304. Generate report that identifies all changes made to employee records within a specified date range to assist with payroll review.	
R	305. Define rule to ensure employee receives guaranteed net pay amount, e.g. after taxes, garnishments and other deductions.	
R	306. Default values by employee for earnings, hours and charge codes with ability to override (e.g. Project, Grant, etc.).	
R	307. Assign multiple pay codes per employee per pay period for base pay plus premiums, e.g. acting pay, temporary assignment etc.	
R	308. Electronically generate Personnel Action Form for all pay related modifications, route for approval and apply to employee record in system.	
R	309. Enter mass change via direct input or upload; affects all employees or specific groups of employees, e.g. COLA increases, benefits by bargaining unit, etc. with ability to review before updating.	
R	310. Process date effective merit increases by percent up to maximum in salary range.	
R	311. Process retroactive pay and associated impacts on contributions & deductions and reporting to benefit providers.	
R	312. Exception reporting to review all records for double pay, no pay, changes since last payroll, etc.	
R	313. Calculate and process mid-period pay changes for all employees; active, terminations, new hires, etc.	
R	314. Calculate and process off cycle pay runs as required.	
I	315. Calculate Union dues and Teamster pension amounts based on total hours or total pay for a defined period of time.	
R	316. Customized deposit advice form.	
I	317. Create pdf version of pay stub and store for historical purposes; access and print copy by employee or department.	
R	318. Generate pay advices and bank file for direct-deposit employees; post pay advice to self-service dashboard.	

R	319. Support multiple direct deposit accounts; currently set at 2.	
R	320. Generate Positive Pay file.	
R	321. Generate vendor payment requests from pay cycle and interface to Accounts Payable.	
N	322. Support direct data feed to benefit providers.	
R	323. Produce data for monthly, quarterly, and yearly tax forms and filings.	
R	324. Electronic reporting to Teamsters, Social Security, IRS, State and Workers Comp.	
R	325. Describe strategy to stay current with Payroll related Federal and Washington State reporting requirements.	
I	326. Produce year-end accruals of salaries, benefits and accrued compensation (e.g. vacation).	
I	327. Pay check modeling tool for employees; what if scenarios for deductions and exemptions.	
Rating	**Reporting**	**Rating/Comments**
R	328. Non-proprietary open reporting tools. List tools offered that are integrated with the system.	
R	329. Power user reporting tools for advanced reports, e.g. Microsoft SQL Reporting Services, Cognos, etc.	
R	330. User-level query and reporting tools that allow for presentation ready formatting of data, headers, graphs, charts, etc.	
R	331. Filterable date-range or point-in-time reporting and queries. Drop down lists or drag and drop criteria selection preferred.	
R	332. Define queries and save with refresh capabilities.	
R	333. Deliver library of prebuilt reports for all modules.	
I	334. Modify standard report and save with permissions.	
R	335. User-level security to field level flows through to queries and reports.	
R	336. Drill down to source transactions within queries or reports following user-security rules. Prefer pre-defined drill path.	

R	337. Schedule generation of reports and distribute via e-mail, to a shared folder dashboard or portal.	
R	338. Generate reports in multiple formats, e.g. HTML, PDF, Excel, Word, etc.	
E	339. Describe available Data Warehousing tools to support reporting on data from multiple systems.	

Rating	**Business License**	**Rating/Comments**
R	340. Manage multiple Business License types. See website for specific information. http://www.kirklandwa.gov/depart/Finance_and_Administration/doingbusiness/Business_Licenses.htm (including supplemental licenses, e.g. Cabaret, Celebration and Amusement Devices licenses which are add-ons to standard business licenses) Track key data on business license for Economic Development; • New businesses; • Term businesses; • NAICS codes for business industries;	
R	341. Multiple Business License types: Inside City and Outside City. Multiple Business License sub-types: Regular, Home Occupation, and Exempt.	
R	342. Support online Business License application, renewals and payments. Activity would update licensing status in record.	
I	343. Link a business to a parcel ID.	
N	344. Link to Washington State Department of Revenue to verify revenue reported during licensing renewal.	
R	345. Calculate License fee. Base fee: Revenue <$12,000 = $50, Revenue>$12,000 = $100 Additional fee: $100 per employee with minimum = $200	
R	346. Calculate License fee for Business located outside of the City with Employees working in the City. Calculate per employee fee based on 1,920 hours. Calculate then if it doesn't meet a threshold, set a minimum (ours is 1 FTE equivalent).	
I	347. Rules-based workflow approval routing of new Business License or renewal based on Business License type.	

R	348. Customizable Business License format and data presented by type.	
R	349. Manage business history to a specific location including: a. Tenants, Owners, Operators b. Dba c. Name changes d. Types of licensing applied for in past e. License terminations f. Code violation history g. Complaints h. Zoning changes i. Attach documents to a Business License (e.g. Home occupancy license)	
R	350. Track business moves from one address to another without overwriting history.	
I	351. Query GIS data for zoning check for new Business License applications.	
R	352. Print headcount from prior year on renewal notification; minimize incorrect headcount reporting.	
R	353. Generate Business License renewal notices (renew every 12 months) 30 days prior to expiration date or other user defined interval.	
R	354. Generate delinquency notices and invoice that include latest fees for past due accounts.	
R	355. Assess graduating late fees, e.g. after 30 days $25 or 10% (whichever is greater); next 30 days $50 or 50%, etc.	
R	356. Aging reports for past due accounts at user defined intervals.	
I	357. Ad hoc queries and reports of Business License activities; businesses moved, new businesses, hazardous materials, applications by type, etc.	
Rating	**Utility Billing**	**Rating/Comments**
R	358. Manage Utility Billing for Water, Sewer, Garbage and Storm Water. Volumes are as follows: Total = 23,500 accounts Garbage = 22,200 accounts Water = 12,500 Sewer = 10,000 City Web site for more information: http://www.kirklandwa.gov/City_Services/Utilities Payments.htm	

	Note: Storm Water is currently billed thru property tax, want to explore in case that changes	
R	359. Customer Master File data to include: a. Type: Residential, Multi-Family, Commercial b. Services: Water, Garbage, Sewer c. Parcel ID or Lot Number d. Related properties e. Owner/Landlord contact information f. Tenant contact information g. Bill To Party contact information (Include Owner, Tenant and Property Manager) h. User-defined fields	
R	360. User permission, encryption, redact for access to confidential information in Customer Master Record; ACH, Bank, etc.	
R	361. Support multiple cycles by type; 6 Water cycles and 8 Garbage billing cycles.	
N	362. Import a new customer from EnerGov Permitting to set up Utility account for new construction.	
R	363. Water Meter attributes to include: a. Serial number, meter number, make, size b. Description, device type, condition c. Dates: purchase, install, service d. Location e. Read type, flow volume f. Number of reads g. Route h. Service Order History i. User defined fields	
R	364. Unlimited Customer notes with date, time and user stamp. Complete billing history and service request history over the life span of the account. Categorize by topic, e.g. payment plan requests is Nice to Have. Save Outlook emails is Nice to Have.	
R	365. Date effective rate tables; change rates mid-cycle and prorate on bill.	
R	366. Apply a mass increase to rate tables.	
R	367. Calculate Residential Water as base fee plus consumption. Base Fee at 4 units (1 unit = 748 gallons or 100 cu. feet) bi-monthly, e.g. $39.19 Consumption Fee; tiered, e.g. 5 – 24 units is X amount; 24 + is X amount. See Web site for more information.	

R	368. Calculate Multi-Family and Commercial Water based on meter size; different cost for each size.	
R	369. Calculate Irrigation Water based on consumption. Tiered structure: first 6 units as base at one rate, different rate after that for a 2 month period.	
R	370. Calculate Sewer based on King County Wastewater Treatment Charge plus basic charge from City plus Sewer consumption per unit rate based on average units of winter water consumed over 3 readings (December through May).	
R	371. Calculate Kirkland Utility Tax on invoiced services by percentage of total by service type, e.g. Water is 13.38%; Sewer is 10.5%, etc.	
R	372. Support hand-held meter reads via AMR/AMI (Itron readers). List devices supported.	
R	373. Define route sequence for meter reads; ability to plot on Google Maps or via GPS is Nice to Have.	
I	374. Display meter location to meter reader while performing reads. Describe how this is supported.	
I	375. Alert or report on variances in consumption between historical and actual found during meter read upload.	
I	376. Capture Service Request with ability to assign tasks, document work complete, notify interested parties, etc.	
I	377. Manage recurring payment plans based on consumption averages.	
R	378. Residential Garbage: City billed by Waste Management based on list City provides. Invoice to customer as a pass through.	
R	379. Commercial and Multi-Family Garbage: Waste Management generates the billing based on City parameters and passes file to be imported by the City. Ability to import Garbage extras and garbage credits with interface is nice to have. Currently we get a file.	
I	380. Generate consolidated invoice for all charges within a cycle.	
R	381. Flag accounts eligible for Senior discounts and bill at reduced rates, e.g. Water = 50% of basic rate, plus normal consumption; Sewer =75% of basic rate; Garbage = 60% of regular rates.	

I	382. Issue a consolidated statement to a customer with multiple accounts and invoices.	
R	383. Calculate Escrow utility estimates based on historical consumption.	
I	384. Manage billing adjustments on utility accounts; route for approval through workflow before posting on customer account.	
R	385. Interface with Lock Box for receipt and application of utility payments. Report exceptions if receipts do not match invoice.	
R	386. Import ACH payments received from customer banks.	
R	387. Define cash application payment hierarchy, e.g. Sewer, then Water, etc.	
R	388. NSF management; reverse payment, assess fees, auto-generate notice and re-bill, etc.	
R	389. Functionality to support Collections Management and select who to notify, e.g. call prompts, notes, payment plan requests, service issues, past due letters, door hangers, shut off notices, etc.	
R	390. Assess interest, penalties and late fees to past due accounts as a percent of invoice amount, flat fee, or other factors.	
R	391. Disallow water shut-off by account; e.g. commercial accounts or multi-family units on a single meter.	
I	392. Notify Utility crew of payments made to accounts in Shut Off status via mobile device, text message, etc.	
R	393. Track accounts sent to Collections.	
R	394. Consumption History reporting.	
I	395. Search Customer history by key attributes (i.e. Parcel #, last name, address, service type, etc.).	
I	396. Online customer portal to query account information, view invoices, make payment, create service request, notify of move in or move out, etc. Must be PCI compliant. Payment gateway is Paymentus.	
I	397. Describe automated meter capabilities	

Exhibit B – Pricing Proposal

Use the Pricing Summary forms for pricing information (hours and $) for proposed solutions. This form will become Section 4 of your RFP response. Provide pricing for each scenario separately: a. Required Modules, b. Business License, c. Utility Billing, d. Optional Services. Additional documents can be provided as supporting information to the summarized information on these pages. Pricing must be fully comprehensive, complete and list any available discounts.

City of Kirkland Pricing Summary			
ERP Software – Required Modules – 125 Named Users and 25 View Only Users			
Software – Required Modules	**Hours**	**$**	**Assumptions/Comments**
General Ledger			
Purchase Order			
Accounts Payable			
Accounts Receivable and Cash Receipts			
Project and Grant Accounting			
Capital Assets			
Budget			
Central Cashiering			
Human Resources			
Timekeeping and Payroll			
Reporting			
Sub-Total Software			
Implementation - Required Modules			**Assumptions/Comments**
Implementation			
Data Conversion			
Training			
Report Development			
Integration			
Travel			
Other Costs			
Sub-Total Implementation			
Maintenance – Required Modules			**Assumptions/Comments**
Year 1			
Years 2 through 5			
Years 6 through 10			
Sub-Total Maintenance			
Total – All Costs			

Exhibits

City of Kirkland Pricing Summary			
Business License Module - 4 Named Users			
Software	**Hours**	**$**	**Assumptions/Comments**
Business License			
Implementation - Required Modules			**Assumptions/Comments**
Implementation			
Data Conversion			
Training			
Report Development			
Integration			
Travel			
Other Costs			
Sub-Total Implementation			
Maintenance			**Assumptions/Comments**
Year 1			
Years 2 through 5			
Years 6 through 10			
Sub-Total Maintenance			
Total – All Costs			

City of Kirkland Pricing Summary			
Utility Billing Module - 13 Named Users and 100 View Only Users			
Software	**Hours**	**$**	**Assumptions/Comments**
Utility Billing			
Implementation - Required Modules			**Assumptions/Comments**
Implementation			
Data Conversion			
Training – Train the Trainer			
Report Development			
Integration			
Travel			
Other Costs			
Sub-Total Implementation			
Maintenance			**Assumptions/Comments**
Year 1			
Years 2 through 5			
Years 6 through 10			
Sub-Total Maintenance			
Total – All Costs			

City of Kirkland Pricing Summary

Optional Services – Required Modules

Implementation Services	Hours	$	Assumptions/Comments
Process Improvement			
Training – 100% Vendor Led Training			
Disaster Recovery Services			
Sub-Total Implementation			
Total			

Optional Services – Business License Modules

Implementation Services	Hours	$	Assumptions/Comments
Process Improvement			
Training – 100% Vendor Led Training			
Disaster Recovery Services			
Sub-Total Implementation			
Total			

Optional Services – Utility Billing Modules

Implementation Services	Hours	$	Assumptions/Comments
Process Improvement			
Training – 100% Vendor Led Training			
Disaster Recovery Services			
Sub-Total Implementation			
Total			

Exhibits

Exhibit C – Customer References

Using the template provided, provide references for each software solution proposed, including three current customers, and two prior customers.

CUSTOMER REFERENCES - EXISTING LIVE CUSTOMERS

Item	Vendor Response
Client Reference No. 1 - Existing	
Name	
Number of Employees	
Population	
Contact Name	
Contact Title	
Contact Telephone Number	
Contact E-mail Address	
Products, Modules, Services Provided by Vendor	
First Date of Business Relationship with Vendor	
Go Live Date	
Rationale for including the specific reference	
Client Reference No. 2 - Existing	
Name	
Number of Employees	
Population	
Contact Name	
Contact Title	
Contact Telephone Number	
Contact E-mail Address	
Products, Modules, Services Provided by Vendor	
First Date of Business Relationship with Vendor	
Go Live Date	
Rationale for including the specific reference	
Client Reference No. 3 - Existing	
Name	
Number of Employees	
Population	
Contact Name	
Contact Title	
Contact Telephone Number	
Contact E-mail Address	
Products, Modules, Services Provided by Vendor	
First Date of Business Relationship with Vendor	
Go Live Date	
Rationale for including the specific reference	

CUSTOMER REFERENCES - PRIOR CUSTOMERS

Item	Vendor Response
Client Reference No. 1 - Prior	
Name	
Number of Employees	
Population	
Contact Name	
Contact Title	
Contact Telephone Number	
Contact E-mail Address	
Products, Modules, Services Provided by Vendor	
First Date of Business Relationship with Vendor	
Go Live Date	
Reason Why No Longer Using Software	
Client Reference No. 2 - Prior	
Name	
Number of Employees	
Population	
Contact Name	
Contact Title	
Contact Telephone Number	
Contact E-mail Address	
Products / Services Provided by Vendor	
First Date of Business Relationship with Vendor	
Go Live Date	
Reason Why No Longer Using Software	

Exhibit D – Acceptance of Terms and Conditions of RFP

ACCEPTANCE OF TERMS AND CONDITIONS

It is the intent of the City to contract with a private Vendor. All Vendor representations, whether verbal, graphical or written, will be relied on by the City in the evaluation of the responses to this Request for Proposal. This reliance on the Supplier's represented expertise is to be considered as incorporated into any, and all, formal Agreements between the parties.

PRINT THE WORDS "NO EXCEPTIONS" HERE ____IF THERE ARE NO EXCEPTIONS TAKEN TO ANY OF THE TERMS, CONDITIONS, OR SPECIFICATIONS OF THESE REQUEST FOR PROPOSAL DOCUMENTS.

IF THERE ARE EXCEPTIONS TAKEN TO ANY OF THESE TERMS, CONDITIONS, OR SPECIFICATIONS OF THESE REQUEST FOR PROPOSAL DOCUMENTS, THEY MUST BE CLEARLY STATED IN THE TABLE BELOW ("RFP EXCEPTIONS") AND RETURNED WITH YOUR PROPOSAL IN THE APPROPRIATE SECTION.

IF YOU PROVIDED A SAMPLE COPY OF YOUR CONTRACT(S) YOU STILL NEED TO IDENTIFY IN THIS DOCUMENT ("RFP EXCEPTIONS") ANY AND ALL EXCEPTIONS YOU HAVE TO THE CITY'S TERMS AND CONDITIONS.

Company	
Authorized Individual Name and Title	
Telephone	
Email	
Address	

AUTHORIZED SIGNATURE

____

DATE ____

OTHER NOTES:

RFP EXCEPTIONS

Add any additional line items for exceptions as necessary and reference any explanatory attachments within the line item to which it refers.

	Reference	Exception	Reason	Alternate Approach
1				
2				
3				
4				
5				

Exhibits

Exhibit E – Sample City Contract

Click to open embedded file for review.

SAMPLE Purchase
Agreement-2.docx

Exhibit F – Non-Collusion Certificate

NON-COLLUSION CERTIFICATE

STATE OF ______________________________)
ss.
COUNTY OF ______________________________)

The undersigned, being duly sworn, deposes and says that the person, firm, association, co-partnership or corporation herein named, has not, either directly or indirectly, entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free competitive bidding in the preparation and submission of a proposal to the City of Kirkland for consideration in the award of a contract on the improvement described as follows:

Enterprise Resource Planning Software

____

____
(Name of Firm)

By: ____
(Authorized Signature)

Title ____

Sworn to before me this______day of_____________,____ .

Notary Public

CORPORATE SEAL:

Exhibit G – Non-Disclosure Agreement

NONDISCLOSURE AGREEMENT

This Non-Disclosure Agreement (“the Agreement”) is made this _____ day of ________, 201__, by and between the City of Kirkland, a municipal corporation of the State of Washington (the “City”), and ________________________ , a __ corporation (“the vendor”).

Whereas, the Vendor <is the successful candidate/wishes to submit a proposal>for the <project name>; and

Whereas, the Vendor will need to review confidential information (“the Confidential Information”) belonging to the City in order to be able to <prepare its proposal/complete this project>, which the City does not want disclosed; and

Whereas, in consideration for being allowed to see the Confidential Information so that it can prepare a proposal, the sufficiency of such consideration being hereby acknowledged, Vendor is willing to enter into this Non-Disclosure Agreement,

Now therefore, as evidenced by their signatures below, the parties hereby agree as follows:

1. The Vendor shall maintain and protect the confidentiality of the Confidential Information, the Vendor shall not disclose the Confidential Information to any person or entity and shall not challenge, infringe or permit or assist any other person or entity to disclose the Confidential Information or challenge or infringe any of the City’s license rights, trade secrets, copyrights, trademarks or other rights respecting the Confidential Information.

2. Except pursuant to a written agreement between the parties, the Vendor shall not directly or indirectly, i) provide, make, use or sell, or permit or assist any other person or entity to provide, make, use or sell any services, devices or products incorporating any protected feature embodied in any of the Confidential Information; ii) apply for or seek to register, or otherwise attempt to create, establish or protect any patents, copyrights or trademarks with respect to any of the Confidential Information; or iii) use any name used by the other party, whether or not subject to trademark protection, or any confusingly similar name.

3. The Vendor shall not disclose the Confidential Information except to those persons employed by the Vendor, or its affiliates or subsidiaries, who have reasonable need to review the Confidential Information under the terms of this Agreement.

4. Vendor shall not make any copies, drawings, diagrams, facsimiles, photographs or other representations of any of the Confidential Information.

5. Upon request by the City, Vendor shall immediately return any Confidential Information in its possession, including all copies thereof.

6. Notwithstanding other provisions of this Agreement, the Agreement does not restrict the Vendor with respect to the use of information that is already legally in its possession, that is available to the Vendor from other sources without violating this Agreement or the intellectual property rights of the City or that is in the public domain. Notwithstanding other provisions of this Agreement, this Agreement also shall not restrict the Vendor from providing, making, using or selling services, devices or other products so long as the Vendor does not breach this Agreement, violate the City's intellectual property rights or utilize any of the Confidential Information.

7. The covenants in this Agreement may be enforced a) by temporary, preliminary or permanent injunction without the necessity of a bond or b) by specific performance of this Agreement. Such relief shall be in addition to and not in place of any other remedies, including but not limited to damages.

8. In the event of a suit or other action to enforce this Agreement, the substantially prevailing party shall be entitled to reasonable attorneys' fees and the expenses of litigation, including attorneys' fees, and expenses incurred to enforce this Agreement on any appeal.

9. The Agreement shall be governed by and construed in accordance with Washington law. The King County Superior Court or the United States District Court for the Western District of Washington at Seattle (if federal law is applicable) shall have the exclusive subject-matter jurisdiction of matters arising under this Agreement, shall have personal jurisdiction over the parties and shall constitute proper venue for any litigation relating to this Agreement.

10. For purposes of this Agreement, all covenants of the Vendor shall likewise bind the officers, directors, employees, agents, and independent contractors of the Vendor, as well as any direct or indirect parent corporation of the Vendor, direct or indirect subsidiary corporations of the Vendor and any other person or entity affiliated with or related to the Vendor or to any of the foregoing persons or entities. The Vendor shall be liable to the City for conduct of any of the foregoing persons or entities in violation of this Agreement to the same extent as if said conduct were by the Vendor.

11. The Vendor shall not directly or indirectly permit or assist any person or entity to take any action which the Vendor would be barred by this Agreement from taking directly.

12. This Agreement shall bind and inure to the benefit of the heirs, successors and assigns of the parties.

IN WITNESS WHEREOF, the parties have duly executed this Agreement on the day and year first written above.

CITY OF KIRKLAND

____
<Company Name>

By:______________________________ By:______________________________

Its:______________________________ Its:______________________________

Exhibit H – City of Kirkland IT Vendor Security Policy and IT Cloud Vendor Security Policy

IT Vendor Security Policy

Scope: This policy applies to all vendors who do any form of work with the City of Kirkland that requires them to log into and utilize networked city systems. This is regardless of who the vendor is and which department they are working for or with. It also applies to staff with other municipal, county, state or federal entities.

Provision: When possible, this policy should be an addendum to existing contracts that require access to City of Kirkland networked systems. It may be signed separately when necessary.

Duration: This policy applies from the time a vendor signs its contract with the city through project completion or support contract termination.

1. Vendors with access to City data or systems shall provide their services in manner consistent with this policy and with standard security and related compliance policies such as PCI and/or HIPPA. If vendors have remote access into systems with City data, vendors shall ensure that the remote access is conducted from IT systems which have the latest security patches, anti-virus updates, and malware signatures using a secure connection (e.g. VPN).

2. Vendors should only expect to be provided with the minimum security levels required for the particular tasks that they are responsible for. Vendors should not anticipate an "always on" connection, and in most cases will have to request that any connection to the city's network be turned on when they need to gain access.

3. Except in the case of an approved security audit and with prior written permission, vendors must not test, or attempt to compromise computer or communication system security measures. Incidents involving unapproved system cracking (hacking), password cracking (guessing), file decryption, software copying, or similar unauthorized attempts to compromise security measures may be unlawful, and will be considered serious violations of City of Kirkland policy. This includes hardware or software tools that could be employed to evaluate or compromise information systems security. Examples of such tools include, but are not limited to, those that defeat software copy protection, discover secret passwords, keyloggers, identify security vulnerabilities, or decrypt encrypted files. Similarly, without this type of approval, vendors are prohibited from using "sniffers" or any other hardware or software that monitors the traffic on a network or the activity on a computer.

4. Vendors shall abide by the following policies for passwords:

    a. Network login passwords must be at least 8 characters long and include at least one number and one capital letter.
    b. Passwords must be changed every 90 days.
    c. The same password cannot be re-used within twenty password changes.

d. Passwords must not be written down or stored in systems except in encrypted applications designed to store passwords.
e. Passwords must not be shared among vendor staff.
f. Vendors should not use the same passwords for city and personal needs.
g. Other password protected systems will comply with above network login password policy when technically possible.

5. Vendors must report all security incidences to the appropriate City of Kirkland IT personnel, including any serious security breaches on their own network during the time they have userid/password access to the City of Kirkland's network within 24 hours of identifying the security incident.

6. City of Kirkland IT will provide an IT point of contact for vendors. This point of contact will liaise with the vendor to ensure they are in compliance with these policies.

7. Vendors working on certain types of systems or with certain data will need to have formal background checks completed. This includes but is not limited to all systems that fall under the purview of the Criminal Justice Information Services policies. It is the responsibility of the City of Kirkland IT to notify vendors who need a background check.

The following signature block must be completed any time that this agreement stands alone and is not a formal addendum to a current contract.

______________________	______________________
Signature	Signature
______________________	______________________
Name	Name
______________________	______________________
City of Kirkland	Organization
______________________	______________________
Date	Date

IT Cloud Vendor Security Agreement

This IT Cloud Vendor Security Agreement ("Security Agreement") is entered into by and between the City of Kirkland, ("City"), and __________________ ("Vendor")
Scope: This policy applies to all Vendors who do any form of work ("Contract") with the City of Kirkland that includes possession, storage, processing, or transmission of Personally Identifiable Information (PII), Sensitive Personal Information (SPI) or Personal Health Information (PHI) for City of Kirkland employees, volunteers, contractors, and/or citizens in any location that is outside of the City of Kirkland Firewalls. This includes public and private cloud infrastructures and Vendor's own infrastructure on their premises. This is regardless of who the Vendor is and which department they are working for or with, and it applies to all locations where the Vendor stores information.
If this Contract covers only PII or SPI, then only this addendum must be signed.
If this Contract covers PHI, then this addendum must be signed and a HIPAA Business Associates Agreement must also be signed and incorporated as an addendum to this document or as an addendum to the Contract.
This policy does NOT apply to CJIS data (criminal justice data). There is a separate federally mandated addendum that covers protection of CJIS data, which must also be signed if the Contract includes such information.

Provision: When possible, this policy should be an addendum to existing contracts with vendors. It may be signed separately when necessary.

Duration: This policy applies from the time a vendor signs its Contract with the city through such point in time that all data which was in the vendor's control is returned to the city and destroyed at the city's request, including but not limited to backups, test sites, and disaster recovery sites.

Definitions:
Personally Identifiable Information (PII), or **Sensitive Personal Information (SPI)**: Information that can be used on its own or with other information to identify, contact, or locate a single person, or to identify an individual in context.
Protected Health Information (PHI): any information about health status, provision of health care, or payment for health care that can be linked to a specific individual, which is more particularly defined under HIPAA (Title 45, CFR) and the Health Care Information Act (RCW Chapter 70.02).
Vendor: Includes owners and employees, volunteers, subsidiaries, and any subcontractors who might reasonably have access to this data.

Options:
Option 1: A vendor can verify that they have a high level of security certification that is satisfactory to the City of Kirkland. Examples include but may not be limited to FedRamp. If this option is selected, print the mutually agreed upon certification level below and attach appropriate documentation:

Option 2: Vendors can agree to follow the following security best practices:

1. All customer data will be stored on servers physically located in the United States.
2. All customer data will be stored in a location with reasonable physical controls where data will not be visible to anyone not covered by this policy.
3. Access to data will only be provided on a need to know basis in order for the vendor to complete this work.
4. Data will not be shared with an outside third party without explicit written consent of the city.
5. Data will be encrypted prior to and during any transfer from one location to another.
6. Data will be disposed of appropriately, including shredding or burning of any printed versions and destruction or secure erasure of any electronic medium on which data has been stored.
7. Vendor agrees to the appropriate internal certification for vendor staff who access the data (for example, PHI must only be handled by vendors who have HIPPA training).
8. Vendor staff with access to City of Kirkland data covered by this policy must pass a criminal background check prior to accessing that data.
9. Vendors must perform internal and/or external security auditing on a regular basis that is no less common than once per year.
10. Vendors shall abide by the following policies for passwords:
    a. Network login passwords must be at least 8 characters long and include at least one number and one capital letter.
    b. Passwords must be changed every 90 days.
    c. The same password cannot be re-used within twenty password changes.
    d. Passwords must not be written down or stored in systems except in encrypted applications designed to store passwords.
    e. Passwords must not be shared among vendor staff.
    f. Vendors should not use the same passwords for city and personal needs.
    g. Other password protected systems will comply with above network login password policy when technically possible.
11. Vendors must report all security incidences to the appropriate City of Kirkland IT personnel, including any serious security breaches on their own network, within 24 hours of identifying the security incident.
12. In the event of a data breach, Vendor must have an internal policy to provide for timely forensic investigation of affected and related servers and must follow all state, local, and federal requirements for notifying individual's whose PII or PHI has been or may have been breached.

13. Vendor's servers must be patched on a regular and timely basis with all security-related patches from application and infrastructure vendors.
14. Data must be kept in at least two different physical locations. One location can be in a compressed format (e.g. as a backup file).
15. Vendor must enable logging as follows:
    a. Logs are enables for common third party applications
    b. Logs are active by default
    c. Logs are available for review by the City of Kirkland for up to one year
    d. Logs are retained for up to one year

Any deviation from the above best practices must be described here and mutually agreed upon (Signatures on this policy will constitute mutual agreement).
Description of any area where vendor is requesting a waiver, an agreement to a different method, or any other change to this policy:

A breach of this Security Agreement also constitutes a breach of any agreement to which it is appended and the City may terminate either or both because of such breach as soon as it must to mitigate that breach or others that may then be apparently forthcoming. The City agrees to work with the Vendor to avoid such termination if reasonably possible but protection of the information held by the Vendor cannot be compromised in the process.

Description of data in the Vendor's care (attach additional sheets if necessary):

____

____

____

Is this an addendum to an existing or new contract (Y/N): ___
If yes, name and duration of contract: ____

City business person responsible for contract and vendor management:

Name Title Department

City IT person responsible for contract and vendor management:

Name Title Department

The following signature block must be completed. By signing this agreement, vendor warrants that they are responsible for the security of the PII, SPI, and/or PHI in their care.

VENDOR NAME.	City of Kirkland
Signature	Signature
Printed Name	Printed Name
Title	Title
Date	Date